Electronic Hook Switch (EHS) Compatibility Guide

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Definitions

Uni-directional = *Answer or end call from headset only*
Bi-directional = *Answer or end from either headset or telephone*
Savi Settings = *Savi Family base switch settings (Mic/Switch/Speaker)*
CS Settings = *CS Family base switch settings (Side/Rear/Bottom)*
Savi = *Savi Office and Savi Talk*

Notes

RD-1 and TR-1 are not available in Europe

Revision History

EHS Compatibility Guide

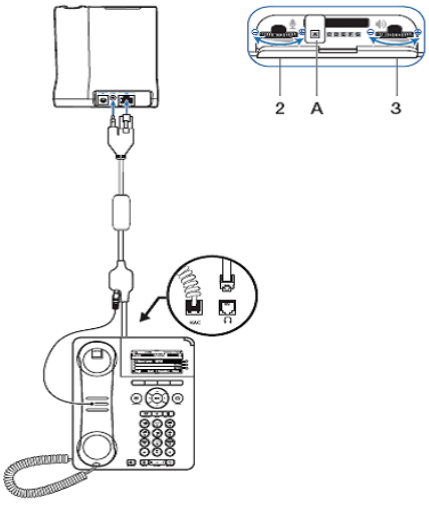
Avaya (Wireless headsets only)

Phone Model #	Avaya AWH-XX Adapter	CS-XX Adapter	AWH/CS Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
1608	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
1616	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
2410	N/A	APV6A	1/2/B	APV-62	3/A/3	N/A	Bi-directional	Note 1
2420	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 4
4610SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4610	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4620SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4620	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4621SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4622SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4625SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4630SW	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
4630	N/A	APV6A	1/2/B	APV-62	3/A/3	N/A	Bi-directional	Note 1+4
5410	N/A	APV6A	1/2/B	APV-62	3/A/3	N/A	Bi-directional	Note 1+4
5420	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 4
5610	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
5620	EU24/ADJ	APV6B	3/2/B	APV-65	2/A/3	N/A	Bi-directional	Note 5
6416D+M	D+M Cord	APV6A	1/2/B	APV-62	3/A/3	N/A	Bi-directional	Note 1
6424D+M	D+M Cord	APV6A	1/2/B	APV-62	3/A/3	N/A	Bi-directional	Note 1
9620	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
9630	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
9640	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
9650	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3
9670	9600 Cord	APV6A	1/2/B	APV-62	2/A/3	N/A	Uni-directional	Note 1+3

APV-62 = 38734-01
APV-65 = 38633-01
APV-6A = 83681-01
APV-6B = 83682-01
Note 1 = Ring detect cable required (included with AWH headsets and Savi adapters)
Note 2 = AWH headsets require PLT p/n 75011-01 (8400 Cord) - order from Specials (no-charge)
Note 3 = 1600/9600 Bluetooth Option Module (p/n 700383789) available
Note 4 = 24XX and 54XX phones require firmware 4.0 and greater
Note 5 = 46XX and 56XX phones require 1.8 firmware or greater

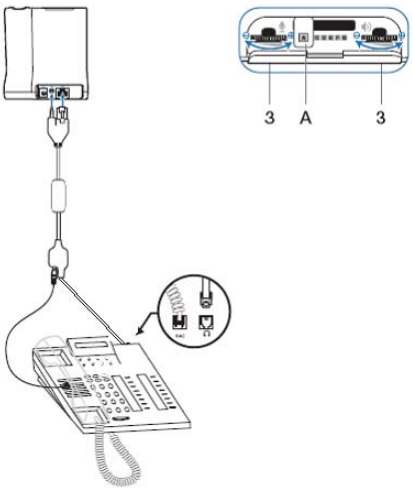
APV-62 System Connections
Setup 1 - [HIS Wired]

Supported Phones
Avaya 1608, 1616, 9620, 9630, 9640, 9650 Series Telephones



APV-62 System Connections
Setup 2 - [HIC Wired]

Supported Phones
Avaya 2410, 4630, 5410, 6416D+M, 6424D+M



Avaya GmbH (Tenovis)

Phone Model #	Avaya AWH-XX Adapter	CS-XX Adapter	AWH/CS Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
OS 13	APT-3	APT-3	1/3/D	APT-30	6/A/3		Bi-directional	Note 2
OS 33	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	
T3 IP classic	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	
T3 IP II classic	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 IP II AEI Headset-Link	Bi-directional	
T3 classic	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	
T3 comfort	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	
T3 compact	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	Note 1
T3 IP comfort	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 CTI/audio-Link	Bi-directional	
T3 IP II comfort	APT-3	APT-3	1/3/D	APT-30	6/A/3	T3 IP II AEI Headset-Link	Bi-directional	
TH 13	APT-3	APT-3	1/3/D	APT-30	6/A/3		Bi-directional	
TM 13	APT-3	APT-3	1/3/D	APT-30	6/A/3		Bi-directional	
TS 13	APT-3	APT-3	1/3/D	APT-30	6/A/3		Bi-directional	

APT-3 = 38349-01
APT-30 = 37820-01
Note 1 = Only when connected to PABX Integral 5
Note 2 = Only when connected to PABX Integral 55

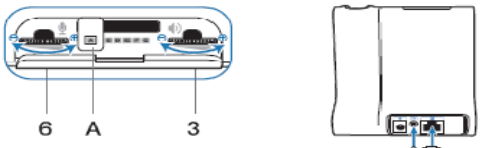
Avaya / Tenovis

AVAYA

Supported Phones
T3 Classic with Interface Adapter,
T3 Classic with Interface Adapter, TH13, TM13

Plantronics EHS
APT-30

1



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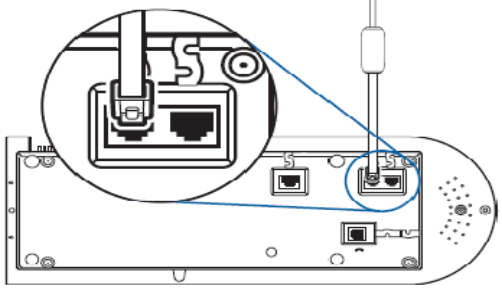


Cisco

Phone Model #	CS-XX Adapter	CS-XX Setting	Savi Adapter	Savi Setting	OEM Adapter	Data Link	Comments
7942G	APC-4	1/2/B	APC-40	2/A/3	N/A	Bi-directional	
7945G	APC-4	1/2/B	APC-40	2/A/3	N/A	Bi-directional	
7962G	APC-4	1/2/B	APC-40	2/A/3	N/A	Bi-directional	
7965G	APC-4	1/2/B	APC-40	2/A/3	N/A	Bi-directional	
7975G	APC-4	1/2/B	APC-40	2/A/3	N/A	Bi-directional	
8961	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	
9951	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	Embedded Bluetooth
9971	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	Embedded Bluetooth

APC-4 = 37978-01
APC-40 = 38350-01
APU-7 = 83017-01
APU-70 = 83018-01

Electronic Hookswitch S

Software Requirements:
The Cisco server must be running Cisco CallManager System Version 4.1(3)SR5x or higher.
Verify by logging onto the CallManager with a browser. Press the detail button on the main page to display the SW version.
The Cisco phone must be running firmware 8.3(3)x or higher.
Press the settings button on the phone (Checkbox icon). Select "Model information". The firmware revision is listed under "Load File"

Phone verification
The phone must be set for "Wireless Headset Hookswitch Control" = Enabled
Press the settings button on the phone (Checkbox Icon). Select "Device Configuration" >> Select "Media Configuration"
If "Wireless Headset Hookswitch Control" is "Disabled", follow the instructions below.

Enabling Wireless Headset Hookswitch Control
Access the server administrator with a browser. Select Device>Phone through the drop down menus.
Click "Find" with no selection criteria to obtain a list of all phones
Open the desired phone. Scroll down to "Wireless Headset Hookswitch Control". Set to "Enabled"
Click "Apply". Wait for the dialog box to appear, then reset the phone by clicking the reset button.

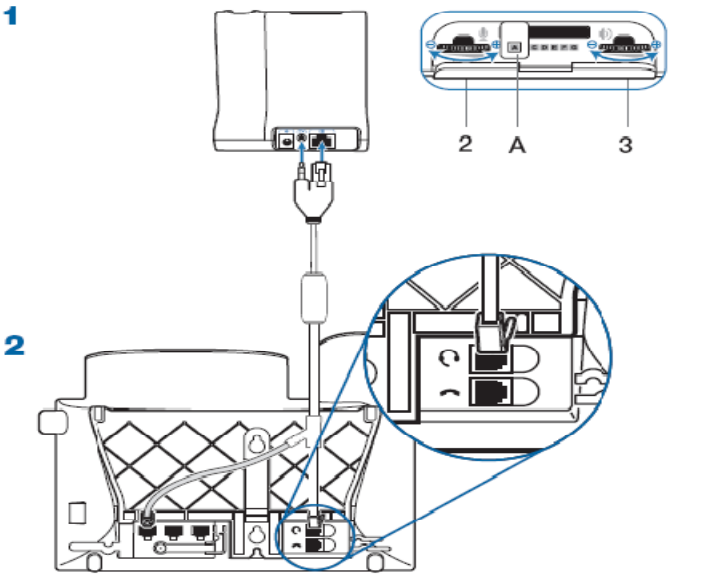
Expansion Modules
If the phone is equipped with a model 7914 expansion module:
The Expansion module will be plugged into the telephone AUX connector.
Connect the APC-4 (APC-40) control connection into the expansion module.
Use a 40287-05 adapter to extend the APC-4 (APC-40) audio input to reach the headset jack on the phone.

Savi Office connections are shown below. Phone end connections are the same for CS family adapters.

Cisco

Supported Phones
7942G, 7945G, 7962G, 7965G, 7975G

Plantronics EHS
APC-40



Cortelco

Phone Model #	PLT Adapter	OEM Adapter	Data Link	CS-XX Settings	Savi Settings	Comments
2705	N/A	included	Uni-directional	1/2/B	2/A/3	

DeTeWe

Phone Model #	PLT Adapter	OEM Adapter	Data Link	CS-XX Settings	Comments
SEE AASTRA					

Funkwerk

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
CS290-U	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
CS410	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
CS410-U	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
IP-S400	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	

APS-1 = 38347-01
APS-10 = 37818-01
Savi Office connections shown below. Phone end connections are the same for CS family adapters

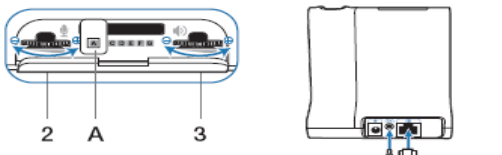
Funkwerk

funkwerk
enterprise communications

Supported Phones
CS290U, CS410, CS410U, IP-S400

Plantronics EHS
APS-10

1



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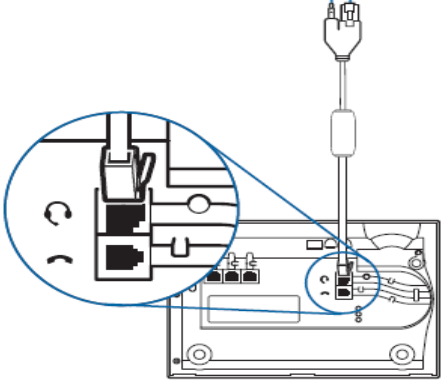


NEC

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
DSX 34B BL	N/A	1/2/B	N/A	2/A/3	DSX PLT headset adapter	Bi-directional	Note 2
DSX 34B FDX	N/A	1/2/B	N/A	2/A/3	DSX PLT headset adapter	Bi-directional	Note 2
DTR-8,8D	N/A	1/2/B	N/A	2/A/3	APR-U + TR1	Bi-directional	Note 1
DTR family *	N/A	1/2/B	N/A	2/A/3	APR-U + TR1	Bi-directional	Note 1
DTH family *	N/A	1/2/B	N/A	2/A/3	APR-U + TR1	Bi-directional	Note 1
DTL family *	N/A	1/2/B	N/A	2/A/3	APR-U + TR1	Bi-directional	Note 1
DT 330	N/A	1/2/B	N/A	2/A/3	APR-U + TR1	Bi-directional	Note 1

* = DTR-(8,8D,16D,16LD,32D) – 1
* = DTR-(8,8D,16D,16LD,32D) – 2
* = DTH-(8,8D,16D,16LD,32D) – 1
* = DTH-(8,8D,16D,16LD,32D) – 2
* = DTL-(12D, 24D, 8LD,32D) – 1
Note 1 = TR-1 only available through NEC (manufactured by PLT)
Note 2 = Requires phone system software 2.25 and higher
User guide: DSX Adapter - http://www.necdsx.com/docs/files/1093059_rev1.pdf

Nortel

Phone Model #	CS-XX Direct Plug-in	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
1120E	CS50/60 USB	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	
1140E	CS50/60 USB	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	Embedded Bluetooth
1150E	CS50/60 USB	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	Embedded Bluetooth
1165E	CS50/60 USB	APU-7	1/2/B	APU-70	2/A/3	N/A	Bi-directional	Embedded Bluetooth

APU-7 = 83017-01
APU-70 = 83018-01

The latest Nortel firmware 3.1 has enabled USB support on Nortel 1120E and USB and Bluetooth support for 1140E and 1150E.
The firmware revision needs to be at least rev 0624C6J (1120E), 0625C6J (1140E), 0627C6J (1150E) and up.

**REV 9 The USB port has to be enabled on the phone by pressing the services button on the phone twice -> select preferences -> Select headsets -> change headset type to USB
-> press Apply softkey

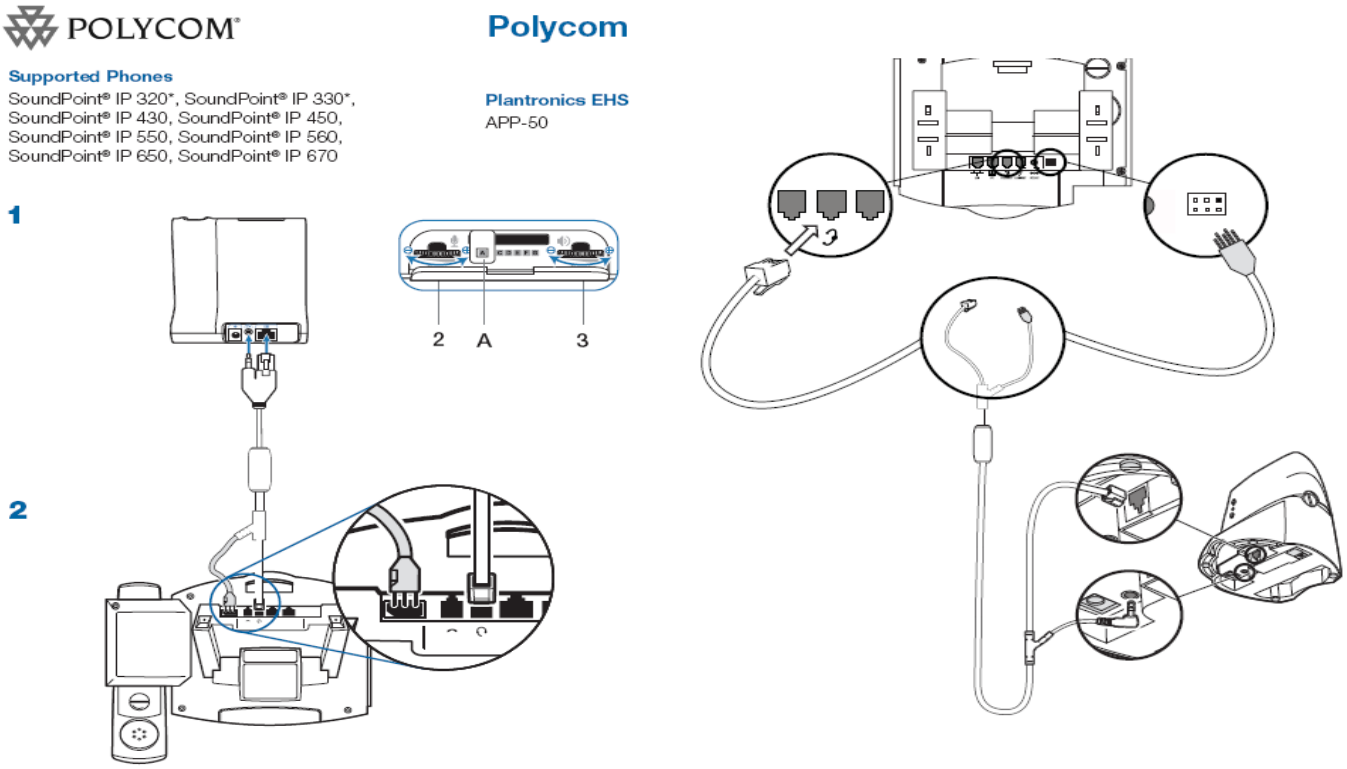
HOW TO CHECK THE FIRMWARE VERSION

1) Press the Services button once.
2) Choose ‘Telephone Options’
3) Choose ‘Set Info’
4) Choose ‘General Info’
5) Scroll down and note FW Version

Polycom

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
IP320/321	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 1, 5, 6
IP330/331	APP-5	1/2/A	APP-50	2/A/3	NA	Bi-directional	Note 1, 5, 6
IP430	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 1, 6
IP450	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 3, 6
IP550	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 1, 6
IP560	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 1, 6
IP650	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 1, 6
IP670	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 2, 6
VVX 1500	APP-5	1/2/A	APP-50	2/A/3	N/A	Bi-directional	Note 4

APP-5 = 38438-01
APP-50 = 38439-01
Note 1: Phone must be running SIP application 3.1 or higher and BootROM 4.1.0 or later.
Note 2: Phone must be running SIP application 3.0.2 or higher and BootROM 4.1.0 or later.
Note 3: Phone must be running SIP application 3.1.0 Rev C or higher and BootROM 4.1.0 or later.
Note 4: Phone must be running SIP application 3.1.2 Rev B or higher and BootROM 4.1.0 or later.
Note 5: 2.5mm headset port connector requires Polycom adapter 2457-11095-001.
CS Models can alternatively use Plantronics adapter 78333-01
When using 78333-01, bypass the EHS cable audio connection. Connect 78333-01 directly between CS base and phone headset connector.
Note 6: Specify whether or not the electronic hookswitch is enabled and what type of headset (attribute up.analogHeadsetOpti
on set to 2) is attached by changing the phone1.cfg in the boot server. If this is not setup the call will hang up in 30 seconds



Shortel

Product Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
IP212K	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IP230	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IP265	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IP560	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IP560 (g)	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	Embedded Bluetooth
IP565 (g)	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	Embedded Bluetooth

RD-1 = 78887-01
EHS requires the system to be running Rev 7 or higher SW.

You can control the call activity with ShoreWare Call Manager.
To configure Automatic Off-Hook Preference, follow the procedure below:
Step 1: Press the 'Options' button, followed by your password
Step 2: Scroll to 'Auto Off-Hook' and press the 'Edit' soft key.
Step 3: Scroll to the desired 'Auto Off-Hook' mode. You can choose to route calls to: 1) Speaker, or to one of three types of headsets: 2) Headset, 3) Wireless Headset, or 4) Bluetooth.
Step 4: Highlight the desired option and press the 'OK' soft key. Note that if you select 4. Bluetooth, you must also pair the headset with your IP phone before you can use the headset. See "Pairing with a Bluetooth Wireless Headset" on page 33.
Step 5: Press the 'Done' soft key.

Siemens

Product Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
Optipoint 410	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
Optipoint 420	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
Optipoint 500	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
Optipoint 600	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
OpenStage 40	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
OpenStage 60	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	Embedded Bluetooth
OpenStage80	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	Embedded Bluetooth

APS-1 = 38347-01
APS-10 = 37818-01

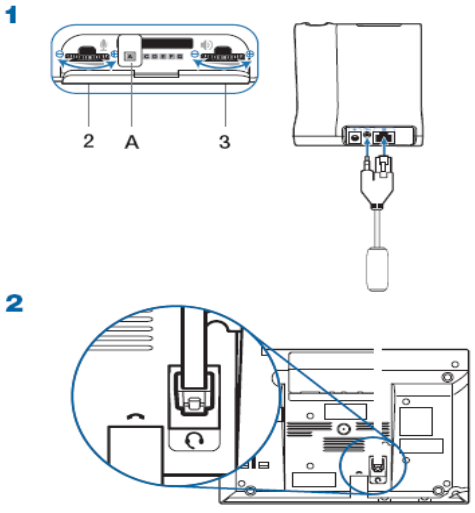
Savi Office connections shown below. Phone end connections are the same for CS family adapters.

Siemens OpenStage

SIEMENS

Supported Phones
OpenStage 40, OpenStage 60, OpenStage 80

Plantronics EHS
APS-10



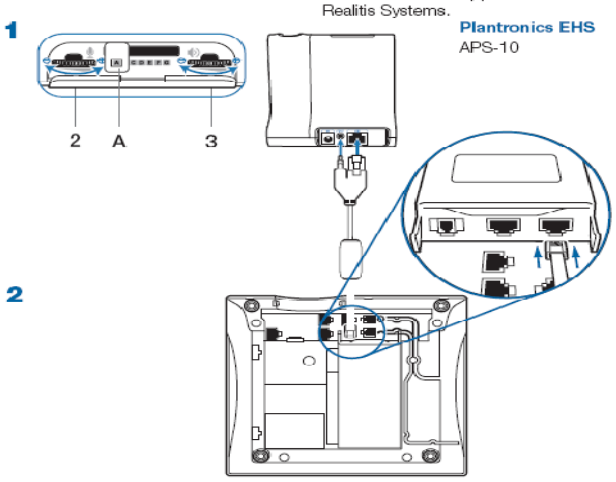
Siemens Optipoint

SIEMENS

Supported Phones
Optipoint 410 with acoustic adaptor,
Optipoint 420 with acoustic adaptor,
Optipoint 500 with acoustic adaptor,
Optipoint 600 with acoustic adaptor

System Requirements
HiPath 500 => Rel. 5.0
HiPath 1220 => Rel. 2.1 build 032
HiPath 2000 => Rel. 1.0
HiPath 3000 => Rel. 4.0 SMR-07
HiPath 4000 => Rel. 1.0
Note: EHS is not supported Siemens Realitis Systems.

Plantronics EHS
APS-10



Snom

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
* 320	N/A	1/3/B	N/A	2/A/3	wireless headset adapter	Bi-directional	
* 360	N/A	1/3/B	N/A	2/A/3	wireless headset adapter	Bi-directional	
* 370	N/A	1/3/B	N/A	2/A/3	wireless headset adapter	Bi-directional	
* 820	N/A	1/3/B	N/A	2/A/3	wireless headset adapter	Bi-directional	
* 870	N/A	1/3/B	N/A	2/A/3	wireless headset adapter	Bi-directional	

* Firmware min. 6.5.8

Swyx

Phone Model #	CS-XX Adapter	CS-XX Settings	Savu Adapter	Savi Settings	OEM Adapter	Data Link	Comments
L420s	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
L440	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
L520s	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
L540	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	

APS-1 = 38347-01
APS-10 = 37818-01

Toshiba

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
DP 5118-DP	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
DP 5130-SDL	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
DP 5X22-SD	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
DP 5X32-SD	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IPT 2008 SDL	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IPT 2010-SD	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	
IPT 2020-SD	RD-1	1/2/B	RD-1	2/A/3	N/A	Uni-directional	

RD-1 = 78887-01

T-Com

Phone Model #	CS-XX Adapter	CS-XX Settings	Savi Adapter	Savi Settings	OEM Adapter	Data Link	Comments
Comfort Pro 100	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
Comfort Pro 300	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
Comfort Pro 300 IP	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
Comfort Pro 500	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
Comfort Pro 500 IP	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
F20	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
F30	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
F40	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
F50	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
F640	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	
F660	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	Embedded Bluetooth
F680	APS-1	1/3/B	APS-10	2/A/3	N/A	Bi-directional	Embedded Bluetooth
F31IP	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
L420s	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
F41 IP	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
L440	APS-1	1/3/B	APS-10	2/A/3	acoustic adapter	Bi-directional	
Octophon open 140 IP	APA-2	1/3/B	APA-20	2/A/3	N/A	Uni-directional	Note 1
Octophon open 141	APA-2	1/3/B	APA-20	2/A/3	N/A	Uni-directional	Note 1
Octophon open 150 IP	APA-2	1/3/B	APA-20	2/A/3	N/A	Uni-directional	Note 1
Octophon open 151	APA-2	1/3/B	APA-20	2/A/3	N/A	Uni-directional	Note 1
Octophon open 160 IP	APA-2	1/3/B	APA-20	2/A/3	N/A	Uni-directional	Note 1

APA-2 = 38348-01
APA-20 = 37819-01
APS-1 = 38347-01
APS-10 = 37818-01

Note 1 = Phone and headset can go out of sync - answering headset will hang-up phone. User must answer and end from headset.
Note 2 = Special unit required - has bi-directional communications